Hotpoint Service and Spares

FOR SERVICE: If you have a problem with your appliance ring your local Service Office.
FOR SPARES and ACCESSORIES: to purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form, contact your Spares Centre for prices and availability.
Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices and Spares Centres are open between 8.00am-5.00pm Monday to Friday, except on Public Holidays. 8.30am-12.30pm on Saturdays.

■ Service Office and Spares Centre
● Service Office only

EAST
● **ESSEX:** Industrial Buildings, Beehive Lane, Chelmsford, CM2 9TE.
Post Codes RM & IG Tel: (0245) 492433
Remainder of Essex Tel: (0245) 269331
● **PETERBOROUGH:** Celta Road, PE2 9JB. Tel: (0733) 64741
For Spares Spares Administration Dept. Tel: (0733) 556520

LONDON
■ **WEMBLEY:** 68 East Lane, HA9 7PQ.
For Service S. Herts and Middlesex Tel: 081-904 4399
Post Codes N: NW: E: EC Tel: 081-908 4722
Post Codes W: WC: SE: SW Tel: 081-908 2511
For Spares Tel: 081-904 0201

MIDLANDS
■ **BIRMINGHAM:** Westgate, Aldridge, W Midlands, WS9 8UX.
For Service Post Codes B Tel: (0922) 743374
All other Post Codes Tel: (0922) 743376
For Spares Tel: (0922) 743377
■ **NOTTINGHAM:** Ashling Street NG2 3JB.
For Service Tel: (0602) 862431/864322 For Spares Tel: (0602) 860387
● **STOKE:** West Ave, Nelson Estate, Talke, ST7 1TN. Tel: (0782) 774511

NORTH EAST
● **WASHINGTON:** 8 Bede House, Tower Road, Glover Est, District 11, NE37 2SH.
Tel: 091-417 3500/419 3535
■ **WETHERBY:** Sandbeck Lane, LS22 4TW.
For Service Tel: (0937) 581261/581444 For Spares Tel: (0937) 581221

NORTH WEST
● **KENDAL:** Mumford House, 26 Highgate, LA9 4SX. Tel: (0539) 724483
■ **MANCHESTER:** 44/46 Station Road, Heaton Mersey, Stockport, SK4 3QT.
For Service Manchester North Tel: 061-432 0513
Manchester South Tel: 061-442 8677
For Spares Tel: 061-432 0255
● **NETHERTON:** 7 Bridle Way, Merseyside. Tel: 051-525 2342/524 2339

SCOTLAND
● **ABERDEEN:** Holbeck House, 68 Carden Place, AB1 1UL. Tel: (0224) 642283
● **EDINBURGH:** 35 West Bowling Green Street, Leith, EH6 5NX. Tel: 031-554 1431
■ **RENFREW:** West Lodge Road, Blythswood Estate, PA4 9EN.
For Service Tel: 041-886 6241 For Spares Tel: 041-886 5611

SOUTH
● **KENT:** Larkfield Trading Est, New Hythe Lane, Larkfield, ME20 6SW.
For Service CT, DA, ME & TN Kent Post Codes Tel: (0622) 716571
CR, KT, RH, SM Surrey & BR Kent Post Codes (0622) 790707
GU Post Codes in Surrey Tel: Southampton (0703) 667374
For Spares Tel: (0622) 716631
■ **SOUTHAMPTON:** Unit R, S Hampshire Ind Park, Salisbury Rd, Totton. S04 3SA.
For Service Tel: (0703) 861981/667374 For Spares Tel: (0703) 867933
● **SUSSEX:** 1 Kingswood, North St, Hailsham, BN27 1DQ. Tel: (0323) 842733
● **PLYMOUTH:** 69 Mutley Plain, PL4 6JH. Tel: (0752) 262631

WALES
● **NORTH:** Conwy Rd. Llandudno Junction, LL31 9RE. Tel: (0492) 573536
■ **SOUTH:** 18 Western Ave, Bridgend Ind. Estate, Bridgend, CF31 3SL.
For Service Post Codes CF, SA & SY23-25 Tel: (0656) 664121
Post Codes BS, GL (not 55), HR, SY15-18, LD1-8, NP. Tel: (0656) 655554
For Spares Tel: (0656) 766111

IRELAND
• **NORTHERN:** 256 Ormeau Road,
Belfast, BT7 2FZ.
Tel: (0232) 647111
• **EIRE:** 49 Airways Ind. Estate,
Dublin 17.
For Service Tel: Dublin 426088
For Spares Tel: Dublin 426836

CHANNEL ISLANDS - Service provided by Agents.
Normal Guarantees apply and all Service Schemes are available.
JERSEY: 19 Don Street, St. Helier
Tel: (0534) 21625
or Clos D'Ormes, Pontac,
St Clements. Tel: (0534) 54808
GUERNSEY & SARK: Valpys Stores, Grande Rue, St Martins,
Guernsey. Tel: (0481) 38422
or Barras Lane, Vale.
Tel: (0481) 51610
ALDERNEY: 32 High Street,
Tel: (0481) 822686

ISLE OF MAN - Service provided by Agents.
Normal Guarantees apply and all Service Schemes are available
from 5 Drumgold St., Douglas.
Tel: (0624) 673233
or Tromode Works,
Cronkbourne Village, Douglas,
Tel: (0624) 676066
or 17 Ridgeway Street, Douglas,
Tel: (0624) 25811/25848

SHETLAND, ORKNEY & WESTERN ISLES –
Service provided by Agents. Normal Guarantees apply, but Service Schemes are NOT available.
SHETLAND: Fort Road, Lerwick.
Tel: (0595) 2557
ORKNEYS: Hatstone Ind. Estate, Kirkwall.
Tel: (0856) 5457
WESTERN ISLES: 27 Bayhead Street,
Stornoway, Isle of Lewis
Tel: (0851) 3387
OTHER ISLANDS: Local Hydro Electric Shops.
EXCEPT ARRAN, BUTE & SKYE- Which are covered by Hotpoint.

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications.

Hotpoint Ltd, Peterborough, PE2 9JB, England

K93

Feb 1994 Part No. 4228 00033

CERAMIC HOB USER HANDBOOK FOR INSTALLATION AND OPERATION MODEL 6344

Hotpoint®

Your new appliance

This handbook gives full instructions for installing and operating your new Hotpoint Hob.
Please read right through this handbook **before** installing and using the hob for the first time.

DO MAKE SURE THAT ANY ELECTRICAL WIRING IS CARRIED OUT BY A QUALIFIED ELECTRICIAN.

WARNING: CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.

Contents

	Page
Electrical Requirements	3
Installation	3
General	3
Installing the Hob into the worktop	4
Operation	4
Cooking Areas	5
The Controls	6
Control Settings Guide	7
Using the correct pans	6-7
Cooking on the Ceramic Hob	7
Cleaning the Ceramic Hob	8
Safety Recommendations	9
If your own Hob won't work	10
Hotpoint Service Cover	11
Hotpoint Service Offices	Back Page

Retention of this Instruction Book

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.
If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.
If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.

Hotpoint Service Cover

Satisfactory Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise - valid for ninety days after you have purchased your Hotpoint product. If there is a problem with your Hotpoint appliance just call your Hotpoint Service Office. If necessary we will arrange for an engineer to call. If the problem is not resolved by us under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. This Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

Hotpoint's Free Five Year Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS.**

- In the Five Years all replacement parts are **FREE** provided they are fitted by our own Service Engineer. During the first year our Engineers time and labour is also free.
- After the first year we will charge for our engineers time and labour. We do, however, operate a range of Service Plans (see opposite) which for an annual payment enables you to cover any repair costs which may be necessary.
- All of our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom and must not be tampered with or taken apart by anyone other than our own Service Engineer.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our main Hotpoint Spares Centres.
- Our Guarantee does not cover the cost of any repair which is needed because of power cuts, accidents or misuse. Nor does it cover the cost of any visit to advise you on the use of the appliance except for our Free Installation Check for Automatic Washing Machines and Dishwashers. Please read the instruction book thoroughly .
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is done by our own Service Organisation located throughout the United Kingdom and Southern Ireland. It will be happy to deal with any problems.

HotpoInt's Service Care

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Schemes to give you complete peace of mind .

Service Cover

A single payment covers you for all repairs during the period of cover, which can be from 1 to 4 years. There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety check and replacement of any parts as necessary. For 1 year contracts this takes place towards the end of the contract period.

Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than 10 years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge.

Appliance Registration

To ensure that you have the opportunity to benefit from any of the above Service Schemes you should complete and return immediately the Appliance Registration Form supplied with your appliance. Full details and costs of our Service Schemes together with an application form will be sent to you at the end of the first year of the guarantee.

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety whether or not they are covered by a Service Plan.

Proof Of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place,

Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (listed on the back page), using the order form enclosed.

NOTE: Our Engineer will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work but in locations where the Engineer advises you that it will be impossible to move the appliance without risk of damage, he will only proceed with your approval that no liability is accepted.

If Your Hob won't work

.... don't panic
Just quickly check these points before calling a Hotpoint engineer:

1. Check that the mains supply has been switched on.
2. If the heating areas are not giving the amount of heat you require check that you are using the correct setting (see page 5).
3. If food takes a long time to cook check that the base of the pans you are using are completely flat and suitable for use on a ceramic hob.

If after following these instructions you are still having problems contact your nearest Hotpoint Service Office. The telephone number is shown on the back page.

When you contact us we need to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number (6344B and 6344P) and serial number (found underneath the hob).
5. When it was purchased.
   Put the date here .....

Make sure you have all these details before you call. Meanwhile, switch off the appliance at the mains supply and leave it alone until the Engineer calls.

Spare Parts

Please remember your new appliance is a complex piece of equipment.

'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under Hotpoint's Parts Guarantee.

If you do experience a problem with the appliance don't take risks; call in Hotpoint's own Service Engineer. The address and telephone number of your nearest Hotpoint Service Office is in your local telephone directory.

Our spare parts are designed exclusively to fit only Hotpoint appliances. Do not use them for any other purpose as you may create a safety hazard.

Electrical Requirements

- All electrical wiring must be carried out in compliance with the appropriate IEE and local Electricity Board regulations by a qualified electrician, eg. your local Electricity Board or a contractor who is on the roll of the National Inspection Council for Electrical Installation Contracting (NICEIC).

INCORRECT INSTALLATION COULD AFFECT THE SAFETY OF THE APPLIANCE.

Electricity Supply

- The voltage stamped on the rating plate of the hob must correspond with the house electricity supply, which must be alternating current. The voltage should be 240V.
- The hob must be connected to a suitable double pole isolating switch having a contact separation of at least 3mm in all poles, placed in a readily accessible position adjacent to the unit. The loading for the hob is 6.0kW. Fuse requirement – 30 amp.

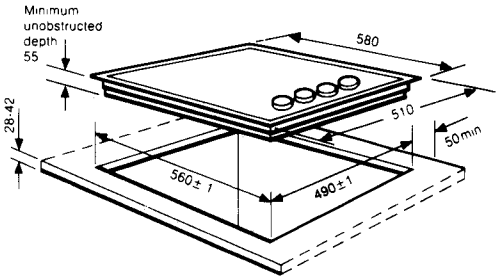
WARNING – THIS APPLIANCE MUST BE EARTHED.

Your hob should **not** be located adjacent to a gas heater as flames from the burners could cause damage to your hob.

Installation

General
Before connecting or installing the hob the electricity supply must be turned OFF.
The wall at the back of the hob must be covered with a heat resistant surface, eg. ceramic tiles.
The edge of the hob must be a minimum of 50mm away from a tall unit or wall. Weight of the hob unit is 9kg (19.8lb).

Dimensional Requirements



All dimensions are shown in millimetres.

Fig. 1

Important:

1. The hob and unit in which it is installed must be both stable and level.
2. If the hob is installed above an oven the oven may need to be lowered from its normal position as follows:
   For worktop thickness 30mm, lower the oven by 30mm
   For worktop thickness 40mm, lower the oven by 20mm.

NOTE: This hob is approved for use over Hotpoint ovens model nos. 6101, 6115, 6116, 6120, 6121, 6140, 6100, 6102, 6103, 6111, 6112, 6117 and 6118.

Installation (cont'd)

Installing the Hob into the Worktop
The hob can be installed either in the middle of two adjacent cabinets or located in a corner with one adjacent cabinet. The hob should be installed to provide Class Y protection against risk of fire.

All brick, metal, wooden cabinets, etc. can be fitted with the hob, so long as these are heat resistant (T 120°C). The measurements of the opening to be made in the top of the cabinet are shown in Fig. 1. The hob is equipped with a special rubber gasket to prevent particles of food and other foreign objects from getting into the cabinet. The gasket should be adhered to the underside of the hob frame (avoid stretching) close to the edge before the hob is positioned on to the worktop. Fix the hob to the cabinet using the recessed brackets (Figs. 2 and 3). Carefully trim the excess gasket.

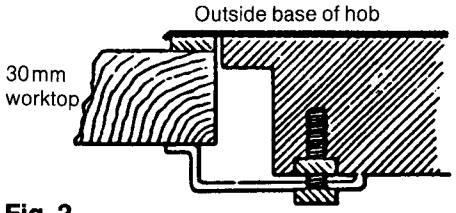


Fig. 2

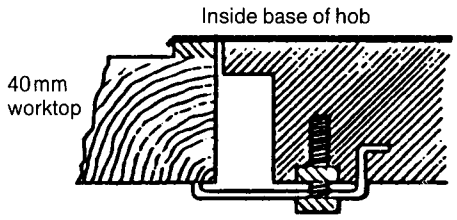


Fig. 3

Operation

WARNING: Do not use the hob if it is cracked. Switch off at the cooker control panel immediately and contact your nearest Hotpoint Service (see back page).

Ratings of the Heating Zones
Front left
1.2kW 145mm diameter
Front right
1.8kW 180mm diameter
Rear left
1.8kW 180mm diameter
Rear right
1.2kW 145mm diameter.

Safety Requirements for Deep Fat Frying
The following recommendations should be followed:

a) **Never** leave the pan unattended on the heat, eg. to answer the telephone.
b) Use a deep pan large enough to cover the cooking zone.
c) **Never** fill the pan more than one third full with oil or fat. On no account mix oil and fat.
d) **Do not** overload the pan by trying to fry too much. The pan containing oil and food should **not** be more than two thirds full.
e) Dry food thoroughly before frying and lower it slowly into the oil.
f) **Do not** use a lid on the pan.
g) Keep the outside of the pan clean and free from fat and oil.
h) **Do not** allow excessive splashing of oil onto the hob.

In the event of fire follow these steps:

1. If a saucepan or chip pan catches fire **turn off the heat if safe to do so**, using the hob control switch.
2. **Do not** attempt to move the pan, this may cause the fire to spread to other areas.
3. **Do not** use **water** to put out the fire. If available use only an **approved fire extinguisher** for the purpose i.e. **dry powder, CO^2**, or **halon**.
4. If a **fire extinguisher** is **not** available, smother the flames with a **damp cloth**; **saucepan lid** or **fire blanket**.
   When smothering the flames do ensure that your **face and arms** are **well protected** from the flames to save you from becoming hurt.
5. After the fire has been extinguished **do not move or touch** the pan for at least 30 minutes.
6. If you **fail** to put the fire out call the fire brigade immediately.

Cleaning the Ceramic Hob
Before cleaning switch the cooker off at the Cooker Control panel.
To minimise cleaning always:
Avoid spills whenever possible. If a spillage does occur wipe up immediately with clean kitchen towel or a clean cloth so that it does not become burnt on. This is particularly important in the case of sugar solutions as damage can occur to the hob surface. For daily cleaning use a liquid cleaner, eg. Jif.
Do not use any abrasive cleaner which could scratch the surface.
Never put cooking oil or plastic items onto the hot cooking surface. Should these substances accidentally be burnt onto the hobs it is essential to remove them immediately to avoid damage.
To build up protection and keep the surface looking like new we recommend the weekly use of a Ceramic Hob Cleaner-Conditioner. This is available from your retailer or Hotpoint Service Centre (see back page) under Part No. 6004. Regular use of a Cleaner-Conditioner will make future cleaning easier.
If heavy solids are burned onto the surface (e.g. boiled over milk) these can be removed, when the surface is cool enough, by careful use of a stainless steel razor scraper or a similar blade in a holder, followed by cleaning with a Conditioner.
Hard water stains, grease spots and discolouration having a metallic sheen, can be removed with *Solvol Autosol* or any non-abrasive stainless steel cleaner.
After cleaning with Conditioner wipe the hob thoroughly with a clean damp paper towel. This removes any film or specks of cleaner left on the surface, which would show up as dark specks or 'stains' next time the surface is heated.
Hob cleaner residues must always be completely removed with a clean wet cloth (even if the instructions for use state otherwise) as they can have an etching effect when reheated.
Never use abrasive or chemical oven cleaners as they can damage the surface of the Ceramic hob.
The visual effect of any scratches which may occur in use can be minimised by the use of cleaner conditioner. Such scratches cannot be removed but do not affect the function of the hob in any way.
Never clean your hob with a dishcloth.

Operation (cont'd)

Cooking Areas
The equipment has four cooking areas as shown in Fig. 4. The positions are clearly indicated on the hob by circles. Heating only occurs within the circles marked on the hob.
The surface of the hob and the base of any pans used MUST be clean and dry.
There are two warning lights. The On/Off light switches on when one or more cooking areas are powered and switches off when all cooking areas are turned off. The Hob Hot warning light switches on when one or more heating areas exceeds 60°C (approximately).

This warning light stays on until the temperatures of all cooking areas have dropped below 60°C. In warm conditions this could take some time. If young children are in the vicinity, it is advisable to place a pan of cold water onto the used heating area(s).

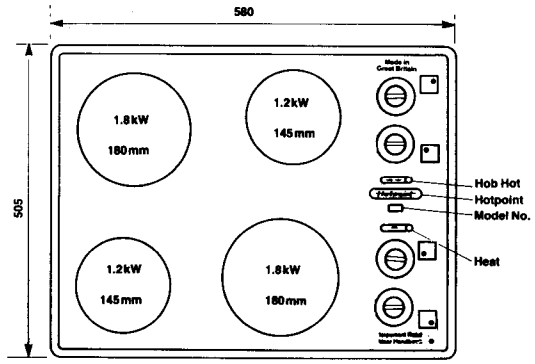


Fig. 4

The Controls

The relevant control for each heating area is shown in Fig. 4. Each control can be used to select one of six temperature settings from a minimum at position 1 to a maximum at position 6 (see Fig. 5). For normal cooking, after having placed the pan on the required hob position, set the control knob to maximum (6); wait until boiling point is reached, then set the knob to a lower position as required.
See chart below for guide to control settings.

Control Settings Guide

This table is provided only as a guide – settings also depend on the type of pan used and the quantity of food.

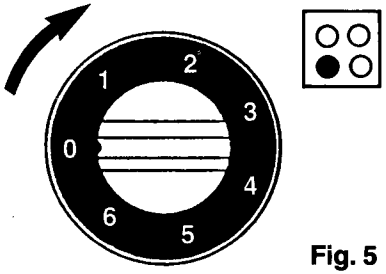
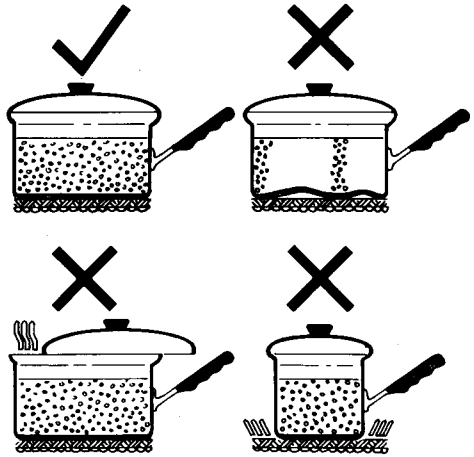


Fig. 5

Knob Position	Type of Food
1	To dissolve butter, chocolate, etc.
1-2	To heat food, keep small amounts of water simmering, to beat sauces containing egg yolk and butter. To simmer – stews, meat, fish, vegetables, fruit.
3	To heat solid and liquid foods – keep water boiling – unfreeze frozen foods – make omelettes containing 2-3 eggs – various types of cooking – dishes fruit and vegetables.
4-5	To cook foods, jams, etc.
5-6	To seal meats and fry fish.
6	Frying potatoes, etc., bringing water to the boil.

Using the correct pan

It is ESSENTIAL that the pans you use on the Ceramic hob are suitable.



Saucepans should preferably be heavyweight, completely flat (machined base) and should be recommended for use on ceramic hobs.

DO USE:

- Good quality pans with smooth, flat, heavy bases recommended for use on ceramic hobs.
- Saucepans manufactured from aluminium (enamalled or machined) or stainless steel recommended for use on ceramic hobs.
- Correct size saucepans. The base of the pan must cover the heating zone completely.
- Saucepans with lids which are well fitting to reduce cooking time and energy use.

DO NOT USE:

- Pans with thin, distorted or uneven bases as these will extend cooking times, waste electricity and cause damaging, local hotspots on the glass surface.
- Pans with ridged or recessed bases.
- Pans with damaged or rough bases which could scratch the glass surface.
- Glass or glass ceramic utensils.
- Lightweight enamelled steel utensils.
- A heat resistant mat or anything else between the pan and the heating area.
- Pans which are **NOT** recommended for use on ceramic hobs.

SALT OR WATER ON THE UNDERSIDE OF THE PAN COULD DAMAGE THE ZONES SO ALWAYS KEEP BOTH THE PAN BASES AND THE HEATING AREAS DRY AND CLEAN.

Cooking on the Ceramic Hob

When placing a pan on the Ceramic surface make sure that the base is clean, free from grit and dry.
A pan may be moved away from the cooking zone to reduce the heat quickly and be left only partly over the cooking zone provided that the control is turned down from the maximum setting.

NEVER leave a cooking zone on for long periods when not covered by a pan. Spillage should be dealt with as soon as it occurs. Any spillage left on the surface after cooking should be cleaned off (see page 8) before the hob is switched on again to prevent baking on.
DO NOT cook directly on the hob itself and under no circumstances should the hob be used with aluminium foil in contact with the hob surface. Whilst the hob may be used as an additional work surface care must be taken to ensure that it is not scratched (eg. do not use the hob as a chopping board).
DO NOT put plastic items on a warm cooking zone.
DO NOT drag the pan across the hotplate – this could result in scratching the glass surface. Lift the pan from one heating area to another.